500-443^{Q&As}

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Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What are two CUIC stock reports that are able to be downloaded from Cisco.com? (Choose two.)

A. CCE_AF_Historical

B. CCE_License

C. CCE_TR_License

D. CCE_AR_Historical

E. CCE_TF_Historical

Correct Answer: AD

QUESTION 2

What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

A. drfSchedule.xml

B. drfDevice.xml

C. drfDeviceProfle.xml

D. drfPlatform.xml

E. drfSystem.xml

Correct Answer: AE

QUESTION 3

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

A. JNDI name (include the jdbc/ portion)

B. CUCM Query

C. SQL Query

D. JNDI Context

E. SQL Type (Insert, Update, Single, Multiple)

Correct Answer: AC

QUESTION 4

Which two data sources are created in CUIC by default once the installation is completed? (Choose two.)

A. CUIC Data Source

B. Live Data Streaming Data Source

C. Real-Time Streaming Source

D. HDS Data Source

E. CVP Reporting Data Source

Correct Answer: AB

QUESTION 5

DRAG DROP

Drag and drop the item from the left onto the definition on the right.

Select and Place:

JavaScript	This file provides the gadget's core functionality and is the only file required to deploy a gadget.
XML	This file defines the style used to display and define the layout for the gadget.
CSS	This file supports dynamic behavior within the gadget to support interaction with the Agent.
Content	Specifies the programming logic and HTML elements of the gadget to define how the gadget is rendered.

Correct Answer:

		Content
		CSS
		JavaScript
		XML

QUESTION 6

What are two core components of PCCE? (Choose two.)

A. CVP Call/VXML Server

B. Agent PG A and B side

C. Cisco ECE Services Server

D. CVP Reporting Server

E. Cisco ECE Web server

Correct Answer: AB

QUESTION 7

In PCCE 12k, what are two options to manage payloads? (Choose two.)

A. a custom payload is created during the installation

B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload

C. delete the default payload and rebuild with the same members

D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload

E. a default payload is created during the installation

Correct Answer: AD

QUESTION 8

What are two ways the Call Studio Application is built or executed? (Choose two.)

A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.

B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.

C. The project is built using WB.

D. The project is built using Call Studio.

E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

QUESTION 9

What are two elements in the Call Studio application to collect Caller Response? (Choose two.)

A. Digital tone elements capture a single digit.

B. Digits elements capture a single digit.

C. Menu Elements capture a string of numerical digits.

D. Menu Elements capture a single digit.

E. Digits elements capture a string of numerical digits.

Correct Answer: AB

QUESTION 10

What should a Call Type be mapped to for successful call routing?

A. Routing Client

B. Scheduled Script

C. Dialed number

D. Default Label

Correct Answer: A

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